

## How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

## Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

### Placing Calls with Captions

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on.

### Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

#### 1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number



- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

#### 2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

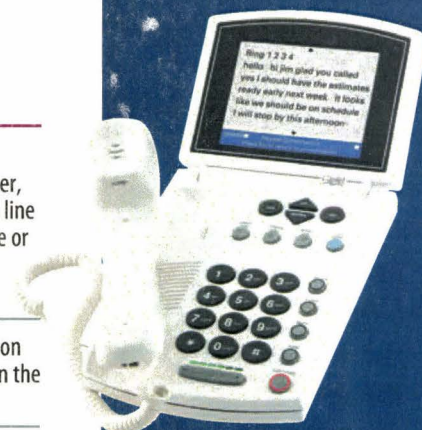
*\* All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line CapTel, please refer to the chart provided in this pamphlet.



## 1-Line CapTel vs. 2-Line CapTel

	1-Line CapTel	2-Line CapTel
<b>Number of Lines</b> <i>For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit <a href="http://www.hamiltoncaptel.com">www.hamiltoncaptel.com</a>.</i>	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.
<b>How Calls are Managed</b>	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
<b>Captioning</b>	Captions must be turned on prior to using the phone. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
<b>Outgoing Calls</b>	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.
<b>Calling a CapTel User</b>	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.
<b>Calling Features</b>	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
<b>Three-Digit Dialing</b>	CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services.	Three-digit dialing functions the same in 1 Line or 2 Line mode.
<b>911 Calls</b> <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	<p>Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call.</p> <p><i>* VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.</i></p>	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.



Captioned Telephone (CapTel®) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.



# Voice

**Voice Relay** allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call by relaying messages between the individuals, according to their communication needs.

## Making a Call

- Dial 7-1-1 or the toll free number for Kansas Relay. (Please see the inside back cover for details)
- The CA will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The CA will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead*, it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye*.

## Receiving a Relay Call

- When you pick up the phone and hear *This is Kansas Relay*, someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The CA will give his/her identification number and ask if you have received a relay call before. If necessary, the CA will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

## Tips for Voice Relay Users

- Provide the CA with as much information as possible before your call begins, such as the name of the person you are calling, so that the CA may ask for him/her when the call is answered.
- You may request a male or female CA – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.



## Contact Information

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### How to Connect with Kansas Relay

To place a call through Kansas Relay, simply dial 7-1-1. Or call one of the toll free numbers below:

- TTY/Voice: 800-766-3777
- Voice Carry Over (VCO): 800-735-4313
- Speech-to-Speech (STS): 866-305-1344
- Spanish: 866-305-1343  
(Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Kansas)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).  
To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

### Access and Charges

Access relay by dialing 7-1-1 or the associated toll free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls.

*Additional contact information behind this panel.*





## Contact Information (cont.)

### Customer Service

If you have suggestions, comments or concerns, please contact:

#### Kansas Relay Customer Service

P.O. Box 285  
Aurora, NE 68818  
Voice/TTY: 866-735-2957  
Fax: 402-694-5110  
E-mail: [ksrelay@hamiltonrelay.com](mailto:ksrelay@hamiltonrelay.com)

If your expressed concern is not resolved to your satisfaction, you may contact:

KRSI/TAP Director  
4848 SW 21st Street, Suite 201  
Topeka, KS 66604-4415  
Voice: 785-234-0200  
TTY: 785-234-0207

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Kansas para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

#### Captioned Telephone Customer Service

English: 888-269-7477  
Spanish: 866-670-9134  
E-mail: [info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com)

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html).

### Equipment Distribution

The Kansas Telecommunications Access Program (TAP) is a telecommunications equipment distribution program. The program is funded pursuant to state law through the Kansas Universal Service Fund (KUSF) and is regulated by the Kansas Corporation Commission (KCC). The purpose of TAP is to provide specialized equipment to Kansans with disabilities or impairments in order to access basic home telecommunication services.

#### TAP

4848 SW 21st Street, Suite 201  
Topeka, KS 66604-4415  
Voice: 785-234-0200  
TTY: 785-234-0207  
Email: [tap@kstelecom.com](mailto:tap@kstelecom.com)

### Pay Phones

The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 7-1-1 or the toll free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

### Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Kansas Relay will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.